Hotwire COMMUNICATIONS

HOME SECURITY REFERENCE GUIDE

My Account # is: _____ My Master Code is: _____

Fision Home Security By Hotwire Insura LLC EF20000859 provides your home with protection 24 hours a day, 365 days a year. With our dependable home security system and these helpful tips, your mind will truly be at ease!

The FAQs below will help answer questions you may have regarding this service.

Q: How can I change my account information?

A: You may contact Hotwire directly to update your account information:
- Call 855-637-1544
- Press 1
- Press 1 to speak to a customer service representative

Q: How can I upgrade my system?

A: You may contact Hotwire directly to upgrade your system at any time:
- Call 855-637-1544
- Press 1
- Press 1 to speak to a customer service representative

Q: How does alarm service work?

A: When your home security system or sensor is triggered it will send out both an audible alarm sound onsite and simultaneously transmit a signal from the control panel to our Florida based 24-Hour Customer Monitoring Center. Once the signal is received at the monitoring center, a local professional will call you to see if you are alright. If you report an emergency or if there is no response from you to our two attempts to reach you by phone, the monitoring professional will alert the police, fire department or emergency response personnel if needed.

NOTE: EXTREMELY IMPORTANT You must provide Hotwire with a valid Palm Beach County Alarm Permit Number. If there is no permit number the Central Station will not be able to dispatch on alarm signals.

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Q: What if my alarm goes off accidently when there is no present threat?

A: If you are home when your alarm goes off accidently disarm the alarm panel at the keypad as quickly as possible. If your code does not seem to work press the # key and re-enter the code. If the alarm is received in the Central station prior to you disarming the alarm the operator will call the residence then your alternate contact number for alarm verification. You will need to give the operator your password in order to cancel the alarm.

- Call 855-637-1544
- Press 1
- Press 3 for emergencies or false alarms
- You may also call directly to central station at 855-286-9716 for false alarm or testing.

Note there is False alarm reduction features in your panel which delays sending alarm code for 30 seconds and an abort code if you disarm the system outside of the 30 seconds of alarm. This can cause the Central Station not to dispatch.

Q: How do I test my system?

A: Call Central Station at: 855-286-9716 and ask to test your system

- You will be asked for your account # in order to put it on test
- Arm system and set it off by opening doors and or windows
- Call Central Station back and they will let you know what alarms were received
- Ask them to take system out of test mode which completes the test.

Q: How do I change my alarm code?

A: You may refer to your user manual under Security Codes and Authority Levels or your quick reference guide. If you need additional help you may also contact Hotwire directly for support on changing your alarm code:

- Call 855-637-1544
- Press 1
- Press 1 to speak to a customer service representative

Q: Who do I call for customer service?

A: Please call Hotwire customer service at 855-637-1544

- Press 1 when prompted